**Project Plan**

A blue logo with a shark head

Description automatically generated

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# **Project Definition**

Zoo Bazaar, a new zoo in Eindhoven, needs help organizing its staff and animals effectively. To tackle this challenge, the zoo's management is partnering with a team of software professionals. With financial support from the parent company "Jupiter," the goal is to create a specialized system. This system aims to simplify the management of employees and animals, while also leaving room for future enhancements. This project aims to create a software solution with a key focus on managing employees and ensuring the well-being of animals. The main goal is to design a system that can easily create feeding schedules for animals, promoting their health.

# **Client**

**Business*:***Zoo Bazaar (Daughter company of Jupiter)

**Contact Person:** Henriette (Manager at Zoo Bazaar)

**Phone:** +31 71 606 0478

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# **Team Members**

|  |  |  |
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# **Current situation**

Currently, Zoo Bazaar is in the process of establishing its inaugural zoo in Eindhoven,

with backing from its parent company, Jupiter. The management team at Zoo Bazaar

recognizes the significant challenge of effectively managing their resources,

particularly employees and animals, to ensure the smooth operation of the zoo.

The current situation at Zoo Bazaar is characterized by:

**1. Establishment Phase:** The zoo is in the initial stages of establishment, with

construction underway and plans being finalized for exhibit layouts, animal

enclosures, and visitor facilities.

**2. Resource Management Challenges:** Zoo Bazaar faces challenges in

managing their employees and animal care tasks efficiently. Manual methods

are currently being used for tasks such as scheduling employee shifts, tracking

animal welfare, and managing feeding schedules.

**3. Complexity of Animal Care:** Managing the welfare of the zoo's animals

presents a particularly complex challenge due to the diverse needs of different

species, varying dietary requirements, and the necessity for regular health

checks and movement between enclosures.

**4. Limited Automation:** Automation of administrative tasks, such as scheduling

and record-keeping, is limited or non-existent, leading to inefficiencies, errors,

and a lack of real-time information availability.

**5. Future Expansion Plans:** While the immediate focus is on managing

employees and animals, Zoo Bazaar has ambitious plans for future expansion

and enhancement of their administrative systems. These plans include the

potential implementation of features such as online ticket sales, performance

statistics tracking, and customer service improvements.

In summary, Zoo Bazaar is in the process of establishing its first zoo and faces

challenges related to resource management, particularly in the areas of employee

scheduling and animal care. The current methods are manual and lack automation,

but there is a recognition of the need for a comprehensive administrative system to

streamline operations and support future growth and expansion initiatives.

# **Problem description**

Zoo Bazaar faces significant challenges due to the lack of a complete administrative system. The current manual processes make it hard to manage employees, animals, and resources efficiently. These manual methods create issues in tracking schedules, locations, and feeding timetables, causing inefficiencies and potential errors.

Challenges:

* **Unclear Requirements:** Henriette's vision for the system isn't well-defined and might change, making it hard to nail down what's needed.
* **Complex Animal Care:** Managing animal welfare is complex, especially tasks like feeding schedules and health check-ups.
* **Manual Processes:** Current methods for tasks like feeding schedules are manual and error-prone, leading to inefficiencies.
* **Priority Confusion:** While animals are prioritized, it's unclear what features or tasks are most important beyond that.
* **Undefined User Roles:** Different employees will use the system, but their specific roles and permissions aren't defined, which could lead to confusion.

# **Project goal**

This project aims to build a friendly and efficient administrative system specifically designed for Zoo Bazaar's unique requirements. The main focus is to move away from manual tasks and introduce automation, enhancing overall operational efficiency.

Key Objectives:

* **Automation:** Manual processes will be replaced with automated workflows, optimizing employee information and schedules, animal care tasks, and other resource-related activities.
* **Feeding Timetables:** User-friendly solution for creating and managing feeding schedules, ensuring precision and organization.
* **Online Ticket Sales:** Secure platform for visitors to easily buy tickets online, simplifying the entry process.
* **Events:** System that includes diverse timetables, accommodating events and maintenance schedules.
* **Customer Complaint Handling:** Application to efficiently address and manage customer feedback and complaints, ensuring a positive visitor experience.
* **Employee Portal:** Portal for employees to access information about their schedules, tasks, and personal details.

# **Deliverables**

# **Non-deliverables**

# **Constraints**

# **Phasing**